

Facsimile Sent Via My PC DeskTop

confidential
fax

To: PSC - Hearing Office
Fax Number: 8965246

From: G. Chatman
Fax Number:
Business Phone:
Home Phone:

Pages: 2
Date/Time: 7/10/2010 10:43:45 AM
Subject: Per Our Conversation on July 9, 2010

MS. YARBROUGH: It is decent gesture for you to contact me via telephone regarding a discussion to resolve this matter. The motivation is unknown, but the gesture is appreciate. We MUST both keep in mind that a resolution will partially entail both parties making some mutually beneficial consession.

As stated via phone, I went over the overcharges in late fees that we discussed. The calculation herewith SUPERSEDES those I stated to you when I returned your call again after work hours & left a message on your voicemail.

I remembered you asked me why would DUKE ask for less deposit amount the next time. DO YOU REMEMBER THAT? My initial response was that DUKE must have made a mistake. I should not continuously be penalized for Duke (or anyone else's mistakes), I have already been penalized for those that I have inadvertently or directly made. And at the time Duke "scooped - in" and took that \$50 out of my account (without any pre-warning, either) . . . is where ALL my difficulties with this account began. I had carefully & specifically had my budget & Duke account whereas I would probably never have a past due amount. I had already accomplished inside re-wiring so that a fire hazard no longer existed within the home. Duke made a mistake which catalyst things getting too much out of control.

I assert that I was not told that any additional deposit was necessary & if any additional deposit had been necessary in the future, a simple written communication (letter) could have prevented most of the latter events.